

‘Complaints How to handle them well’

Live Webinar

Tuesday, 21st January 2025

Presenter: Joanna Morris

10am – 11.30am. Fee: £40 + VAT (£48) members £50 + VAT (£60) non members

Introduction

Complaints are part of our standard business risk. Clients’ expectations of our standards of service and costs is higher than – they want more for their money! It’s never nice to have a complaint land on your doorstep but there are certain things you can do to help prevent it.

People complain because they can! We all do it – we complain about the costs of goods, we complain about the service in a restaurant, we complain because people don’t ring us back or turn up to do a job on time. Our clients are no different. They complain because we don’t give them the service they were expecting, we didn’t call them back when we should have, or we didn’t tell them how much a matter was going to cost.

What can we put in place to help stop complaints before they start? What is in our complaints policy and procedure? How much information do we give our clients?

What you will learn

- What do clients complain about the most:
 - Costs
 - Communication
 - Delays
 - Failure to follow instructions
- What areas of law receive the most complaints
- What do the SRA Standards and Regulations say
- What’s in your complaints policy and procedures
- What makes a good complaints procedure
- The Legal Ombudsman – facts, figures and good practice
- How can we stop a complaint before it even starts
- What your staff need to do to lower the risk of a complaint

The Speaker

Joanna Morris has over thirty years' experience of working in solicitors' practices from being a legal cashier, practice manager and training manager. Joanna is a freelance trainer and consultant, having previously been the Risk and Regulatory Compliance Training Manager at a top 40 law firm.

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CANCELLATIONS MADE WITHIN 10 WORKING DAYS BEFORE THE DATE OF THE COURSE CANNOT BE REFUNDED

Jo currently delivers training in many compliance subjects, both to the public and in-house clients, on AML, GDPR, SRA Accounts Rules and courses designed specifically for the MLRO, DPO, COLP and COFA.

She is a qualified NVQ assessor and holds a Certificate In Education for Teaching in the Lifelong Learning Sector.

She was highly commended in June 2011 by the Legal Education and Training Group (LETG) in the category 'Best Programme for Lawyers for Solicitors Accounts Rules Training'. She was shortlisted in the Compliance Trainer of the Year category in the C5 Women in Compliance Awards in 2014.

To register to attend please complete and return the application form below.

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Sussex Law Society Webinar Application Form
'Complaints – How to handle them well' (21/01/2025)

To book a place on this webinar, please complete and return the form below to Jeanette Lacy Scott – jls@sussex-law.co.uk and you will be sent an invoice for payment (if the invoice should be sent to someone other than the delegate please give details of name and email address to whom it should be sent).

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